Housing Specialist Essential Skills Practice Toolkit

The Housing Specialist™ — Housing Made Possible

Accompanies Pack 5C. Practice exercises using fictional scenarios. Do not enter real client information.

1. Practice Goals

Skills I want to strengthen through these exercises:

1. _____
2. _____
3. _____

2. Client Communication Exercise

Scenario: A client is frustrated because an apartment application is delayed and asks you to guarantee they will get the unit.

Your Response (without making unrealistic promises):

_____
_____
_____

What facts would you need to verify before responding further?

_____

3. Landlord Outreach Exercise

Scenario: You need to contact a landlord about a voucher client. Draft a short professional message.

Your Outreach Script / Email:

_____
_____
_____

Information you should verify before contacting the landlord:

_____

4. Caseload & Documentation Exercise

Scenario: You have three tasks: a client calling about documents, a landlord waiting for a response, and a supervisor requesting an update. Prioritize them.

Priority Order & Reason:

1. _____
2. _____
3. _____

Sample Objective Case Note:

_____
_____

5. Professional Boundaries & AI Exercise

Scenario A: A client asks you for legal advice about an eviction notice.
How would you respond and refer?

_____

Scenario B: You want to use AI to draft a landlord email. What safeguards would you apply?

_____
_____

6. Practice Review & Development Plan

Feedback or self-reflection from these exercises:

_____

_____

One skill I will continue practicing:

_____

Support or training I may need:

_____